



IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant: Grewal et al. :  
 : Art Unit: 3623  
Serial No.: 09/610,927 :  
 : Examiner: Romain Jeanty  
Filed: July 6, 2000 :  
 :  
For: WEB-BASED METHOD AND :  
 : SYSTEM FOR INDICATING :  
 : EXPERT AVAILABILITY :

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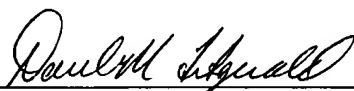
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I certify that the documents listed below:

- Issue Fee Transmittal (1 pg., in duplicate)
- Comments on Statement of Reasons for Allowance (2 pgs.)
- Supplemental Declaration and Power of Attorney for Sukhminder S. Grewal (2 pgs.)
- Supplemental Declaration and Power of Attorney for Russell Danziger (2 pgs.)
- Formal Drawings Transmittal (1 pg.)
- Nine (9) Sheets of Formal Drawings
- Certificate of Express Mailing (1 pg.)
- Return Post Card

are being deposited with the United States Postal Service "Express Mail Post Office to Addressee" service under 37 C.F.R. §1.10 on the date indicated above in an envelope addressed to Mail Stop Issue Fee, Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450.

  
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**COMMENTS ON STATEMENT OF REASONS FOR ALLOWANCE**

Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313

Sir:

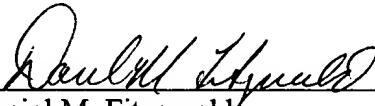
The following comments are in response to the Examiner's Statement of Reasons for Allowance in the Notice of Allowability dated August 18, 2004.

Applicants respectfully disagree with the Examiner's Statement of Reasons for Allowance because such statement may have unintentionally introduced some ambiguities in what was otherwise a very concise and thorough examination of the Claims of this patent application. The Examiner recites in the Reasons for Allowance what he believes is taught by references: Pinard et al. US Patent No. 6,230,287; Sonesh et al. US Patent No. 6,046,762; and Galdes et al. US Patent No. 6,177,932. Applicants respectfully submit that they do not necessarily agree with what the Examiner has recited as to what is taught by these references. Rather, Applicants believe the record as a whole should be considered.

The Examiner further notes in the Reason for Allowance that “Pinard, Sonesh and Galdes taken alone or in combination fails to teach an educational path and an expert assistance path, the educational path includes information from a plurality of sources, and an expert assistance path includes an expert pool of available experts and a server system configured to receive the help seeker after the help-seeker has selected the expert assistance path as recited in independent claims 1 and 17”. While Applicants believe that the claims are allowable, Applicants do not acquiesce that patentability resides in these features recited in the Reasons for Allowance. Rather, Applicants respectfully submit that the claims are allowable because the independent claims recite the above-noted recitation in combination with other recitations included in the independent claims.

Also, reasons for allowance are only warranted in instances in which the record of the prosecution as a whole does not make clear the Examiner's reasons for allowing a claim or claims (see 37 CFR §1.104(e)). In the present case, Applicants believe the record as a whole does make the reasons for allowance clear and therefore no statement by the Examiner is necessary or warranted.

Respectfully submitted,

  
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P.O. Box 1450  
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**TRANSMITTAL OF FORMAL DRAWINGS**

In response to the requirement for corrected drawings set forth in the Notice of Allowance dated August 18, 2004 for the above referenced patent application, enclosed are Nine (9) sheets of Formal Drawings, in compliance with **37CFR 1.84**. No new matter has been added.

Respectfully submitted,

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